



HUMANA-EASTERN REGION PREMIER PROVIDER NETWORK

Two Riverwood Place – Suite 300
N19 W24133 Riverwood Place
Waukesha, WI 53188
800-4HUMANA (800-448-6262)



*For questions during Dual Choice enrollment, please call the Open Enrollment Hotline toll free at 1-888-393-6765 between 7 AM and 7 PM. TDD services available 1-800-526-0844.














Type of Plan Health Maintenance Organization (For Profit)
 Total Number of Members..... 22,140
 Years of Operating Experience17 years
 Total Number of Primary Care Physicians (PCPs)..... 1154
 Percentage of PCPs Accepting New Patients 85%
 Percentage of Board Certified Specialty Care Physicians 84%
 Number of Dentists.....Provider of your choice
 Percentage of Dentists Accepting New PatientsNot applicable

ADDITIONAL INFORMATION

Referral/Prior Authorization Requirements	Please refer to the Humana Member Handbook inside the Provider Directory for information. Most specialists do not require referrals. Referrals are required for: outpatient therapy services, and any out of the plan provider.
Medicare Claims Procedure	If Medicare is the primary carrier, claims must be submitted to Medicare first. After Medicare processes the claim, you will receive an Explanation of Benefit (EOMB). You or your provider should then submit the itemized bill and the EOMB to the plan for processing as the secondary carrier.
On-Line Services	<ul style="list-style-type: none"> As a Humana member, you will have access to powerful resources that can help when you're making decisions that affect your health. At www.humana.com, you can: Find new participating providers near you by using the Physician Finder Locator. You can also access an e-copy of the Humana State of Wisconsin and PreferredOne directories by going to the Wisconsin section of the following site: http://www.humana.com/misc/ProviderDirectory.asp#Wstates Once you've received your Humana ID card, you can register for MyHumana and customize a personal page. At MyHumana, you can: Visit Condition Centers to learn about symptoms, treatments and tests. Use tools to track your condition; print reports to discuss with your doctor. Take a health assessment; print the results to share with your doctor. View your Humana claims for medical care Create your own health record, including family history, immunizations, allergies and medications. Order replacement ID cards. Receive secure emails from Humana: health and money-savings tips; guidance in using your benefits wisely. <p>For additional information, visit www.humana.com</p>
Outpatient Mental Health Network/Policy	Simply call, toll-free, our 24 hour, 7 day a week access line (1-877-948-6262) for triage and authorization for Plan providers. No referral is necessary.
24-Hour Nurse Line	A 24-hour, 7-day a week medical information line, HumanaFirst, is available for Humana members.
PCP Restrictions	You and each family member, can select any PCP among the over 1,100 Wisconsin PCPs.

ADDITIONAL INFORMATION

Dental Benefits	Oral Surgery under Uniform Benefits requires medical network providers. A supplemental dental benefit provides 100% preventative care; 50% basic care; 50% orthodontic coverage up to an individual ortho lifetime maximum benefit of \$1200. Orthodontic coverage limited to each covered dependent child under age 18. Select your own dentist. However, charges are subject to usual and customary limitations for services provided by a non-contracted provider. See the Provider Directory for a listing of contracted providers or visit the website: www.humandental.com .
Quality Improvement Initiatives	<ul style="list-style-type: none"> • Continue to improve member access. Humana has simplified the referral process and reduced referral rules. Please see the referral guidelines of the Provider Directory and Member Handbook for details. • Improve performance and measurement of tracking by expanding the reporting of behavioral health. • Improve outreach to diabetic members by providing member educational materials through monthly mailings and telephone outreach.

Counties in Service Area	Hospitals in County*	Major Providers in County *
Dodge	Waupun Memorial	Refer to Provider Directory
Fond du Lac	St. Agnes Hospital	Refer to Provider Directory
Jefferson	Fort Atkinson Memorial	Refer to Provider Directory
Kenosha	Kenosha Hospital & Medical Center	Refer to Provider Directory
	St. Catherine's Hospital	
Manitowoc	Holy Family Memorial Medical Center	Refer to Provider Directory
Milwaukee	 Children's  Columbia  Froedtert  St. Francis  St. Joseph  St. Mary's  St. Michael  St. Joe's Bluemound	Refer to Provider Directory
Ozaukee	 St. Mary's Hospital – Ozaukee	Refer to Provider Directory
Racine	St. Luke's Hospital	All Saints Medical Group
	St. Mary's Medical Center	
Rock	 Beloit Memorial	Refer to Provider Directory
Sheboygan	St. Nicholas Hospital	Physicians' Health Network at Sheboygan
Washington	St. Joseph Community Hospital	West Bend Clinic
Waukesha	 Community Memorial, Elmbrook  Memorial, Waukesha Memorial,  Memorial Hospital – Oconomowoc	Medical Associates Health Centers, Waukesha/Elmbrook Health Care Refer to Provider Directory

Humana on the Web: Use the secure Member Self-Service Center to get the information you want, when you want it: New ID Cards and claim information.

* This column provides only a general summary of major provider groups, and the key counties serviced by Humana. Please see the Its Your Choice map for a county specific map. For a complete listing of all 6,000 Wisconsin physicians, as well as the PreferredOne physicians in Minnesota, please access the Wisconsin directories on the Humana Directory web page at <http://www.humana.com/misc/ProviderDirectory.asp#WStates>. Enrollment materials, including a directory, can be obtained by calling the Madison WI Open Enrollment Hotline at 1-888-393-6765.